

# PC Documentation

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## Installing the Game

### TO INSTALL (DISC USERS):

Insert the disc into your disc drive and follow the on-screen instructions.

If the AutoRun menu does not automatically appear, launch the installer manually in Windows® 7/8/10 by opening **Start > Run**, typing **D:\AutoRun.exe** in the text box, then clicking OK (substitute the correct letter of your CD/DVD-ROM drive if other than 'D:').

Once the game has installed, you can launch it from Origin or by locating the game through the START menu.

### TO INSTALL (ORIGIN USERS):

Note: If you'd like more information about purchasing direct downloads from EA, visit <https://www.origin.com/en-us/store/>.

Once the game has been downloaded by Origin, click the install icon that appears, and follow the on-screen instructions.

Launch the game (once it's installed) directly from Origin.

Note: If you've already purchased a title and would like to install it on another PC, first download and install Origin on the other PC, then launch the application and log in with your EA Account. Select the appropriate title from the list that appears and click the install button to download the game.

### TO INSTALL (THIRD PARTY ONLINE USERS):

Please contact the digital retailer through whom you purchased this game, for instructions on how to install the game, or how to download and reinstall another copy.

## Starting the Game

### TO START THE GAME:

Games on Windows® 7/8/10 are located in the Start > Games menu, and on earlier versions of Windows in the **Start > Programs** (or **All Programs**) menu. If you've purchased the game from Origin, you can start the game by clicking on the game title from within the 'My Games' section of the Origin client, which some games may require.

## **EPILEPSY WARNING**

**Please read before using this game or allowing your children to use it.**

Some people are susceptible to epileptic seizures or loss of consciousness when exposed to certain flashing lights or light patterns in everyday life. Such people may have a seizure while watching television images or playing certain video games. This may happen even if the person has no medical history of epilepsy, or has never had any epileptic seizures. If you or anyone in your family has ever had symptoms related to epilepsy (seizures or loss of consciousness) when exposed to flashing lights, consult your doctor prior to playing.

We advise that parents should monitor the use of video games by their children. If you or your child experience any of the following symptoms: dizziness, blurred vision, eye or muscle twitches, loss of consciousness, disorientation, any involuntary movement or convulsion, while playing a video game, discontinue use IMMEDIATELY and consult your doctor.

## **PRECAUTIONS TO TAKE DURING USE**

Do not stand too close to the screen. Sit a good distance away from the screen, as far away as the length of the cable allows.

Preferably play the game on a small screen.

Avoid playing if you are tired or have not had much sleep.

Make sure that the room in which you are playing is well lit.

Rest for at least 10 to 15 minutes per hour while playing a video game.

## **Performance Tips**

### **Problems Running the Game**

Make sure you meet the minimum system requirements for this game and that you have the latest drivers for your video card and sound card installed:

For NVIDIA video cards, visit [www.nvidia.com](http://www.nvidia.com) to locate and download them.

For ATI video cards, visit [www.amd.com](http://www.amd.com) to locate and download them.

If you are running the disc version of this game, try reinstalling DirectX from the disc. This is typically found in the DirectX folder on the root of the disc. If you have Internet access, you can visit [www.microsoft.com](http://www.microsoft.com) to download the latest version of DirectX.

## **General Troubleshooting Tips**

"If you have the disc version of this game and the AutoPlay screen does not automatically appear for installation/playing, right-click the disc drive icon found in My Computer and select AutoPlay."

"If the game is running slowly, try reducing the quality of some of the video and sound settings from the game's options menu. Reducing the screen resolution and detail can often improve performance. Please note that playing with a lower resolution than the maximum supported by your display may result in decreased on-screen clarity. If need be, we recommend lowering some of the details and effects prior to adjusting down the screen resolution. If you do decide to lower your screen resolution, be sure to match the aspect ratio supported by your monitor. Please consult your display documentation for additional details."

"For optimum performance when playing, you may like to disable other background tasks (except the Origin application, if applicable) running in Windows."

## **Internet Performance Issues**

"To avoid poor performance during Internet play, be sure that you close any file sharing, streaming audio, or chat programs prior to entering gameplay."

## **Need help?**

The EA Customer Experience team is here to ensure you get the most out of your game— anytime, anywhere.

## **Online Support & Contact Info**

For FAQs, help articles, and to contact us, please visit [help.ea.com](http://help.ea.com).

## **Twitter & Facebook Support**

Need a quick tip? Reach out on Twitter to [@askeasupport](https://twitter.com/askeasupport) or post on [facebook.com/askeasupport](https://facebook.com/askeasupport).

## **Limited 90-Day Warranty**

The following warranties only apply to products sold at retail. These warranties do not apply to products sold online via Origin or third parties.

## **Electronic Arts Limited Warranty**

Electronic Arts warrants to the original purchaser of this product that the recording medium on which the software program(s) are recorded (the "Recording Medium")

and the documentation that is included with this product (the “Manual”) are free from defects in materials and workmanship for a period of 90 days from the date of purchase. If the Recording Medium or the Manual is found to be defective within 90 days from the date of purchase, Electronic Arts agrees to replace the Recording Medium or Manual free of charge upon receipt of the Recording Medium or Manual at its service center, postage paid, with proof of purchase. This warranty is limited to the Recording Medium containing the software program and the Manual that were originally provided by Electronic Arts. This warranty shall not be applicable and shall be void if, in the judgment of Electronic Arts, the defect has arisen through abuse, mistreatment or neglect.

This limited warranty is in lieu of all other warranties, whether oral or written, express or implied, including any warranty of merchantability or fitness for a particular purpose, and no other representation of any nature shall be binding on or obligate Electronic Arts. If any such warranties are incapable of exclusion, then such warranties applicable to this product, including implied warranties of merchantability and fitness for a particular purpose, are limited to the 90-day period described above. In no event will Electronic Arts be liable for any special, incidental, or consequential damages resulting from possession, use or malfunction of this Electronic Arts product, including damage to property, and to the extent permitted by law, damages for personal injury, even if Electronic Arts has been advised of the possibility of such damages. Some states do not allow limitation as to how long an implied warranty lasts and/or exclusions or limitation of incidental or consequential damages so the above limitations and/or exclusion of liability may not apply to you. In such jurisdictions, the Electronic Arts’ liability shall be limited to the fullest extent permitted by law. This warranty gives you specific rights. You may also have other rights that vary from state to state.

### **Returns Within the 90-Day Warranty Period**

Please return the product along with (1) a copy of the original sales receipt showing the date of purchase, (2) a brief description of the difficulty you are experiencing, and (3) your name, address and phone number to the address below and Electronic Arts will mail a replacement Recording Medium and/or Manual to you. If the product was damaged through misuse or accident, this 90-day warranty is rendered void, and you will need to follow the instructions for returns after the 90-day warranty period. We strongly recommend that you send your products using a traceable delivery method. Electronic Arts is not responsible for products not in its possession.

### **EA Warranty Information**

If the defect in the Recording Medium or Manual resulted from abuse, mistreatment or neglect, or if the Recording Medium or Manual is found to be defective after 90

days from the date of purchase, choose one of the following options to receive our replacement instructions:

- **Online Warranty Information:** [help.ea.com/article/electronic-arts-warranty-policy](http://help.ea.com/article/electronic-arts-warranty-policy)